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05/11/2007 15:14

Subject: EH/790/GF - Gemini Update - 5 November 2007

The API service was restored to Gemini on Friday 2 November at 8:30hrs. Since then we have been experiencing short intermittent periods when the full Gemini service is unavailable to users, although this situation has been improving over the weekend.

We have been investigating the problem and installed a number of system changes. Today there have been no interruptions to online screens. However, the API service is still experiencing some intermittent disruption.

I would like to apologise for these interruptions to service. Please rest assured that our teams are doing everything possible to resolve the problem.

Graham Frankland
Customer Manager